

## JOB POSTING



37.5 Hrs.	Administrative Services Director		Position Description
Direct Report	Town Manager	Grade	L
Department	Administrative Services	FLSA	Non-Exempt
Division		Bargaining Unit	Non- Union
Date	October 2014	Location	Town Hall

### Summary

The Administrative Services Director serves as the Department Head for Administrative Services, which includes the following Divisions: Town Manager's Office; Human Resources; Technology; Operations; and Town Clerk/Elections. This position also fills the role of Ombudsman as defined by the Reading Home Rule Charter.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. To act as an Ombudsman to all citizens in their day-to-day contacts and dealings with the Town, its officials, and boards:
  - a. to direct the citizens to the proper Town Officer, Board or Committee to deal with the issue or concern of the citizen;
  - b. to set up appointments for citizens to meet with directors, department heads and Boards as appropriate;
  - c. to provide citizens with access to public information within the Town and;
  - d. to otherwise serve the public in connection with their dealings with the Town.
2. Facilitates communication between the citizenry and staff; interfaces with appropriate departments and community leaders to foster relationships with the public and Town government.
3. Acts as liaison for public information requests, general inquiries, appointment requests and other requests from residential, commercial and media constituents on behalf of the Town Manager; prepares necessary written or verbal responses.
4. Communicates official plans, policies and procedures to staff and members of the general public on behalf of the Town Manager. Provides outreach to community organizations, residents and business owners in a pro-active manner.
5. Conducts strategic evaluation of the use of technology with a focus on Town government's internal Operations and external Communications.
6. Attends meetings and conferences representing the Town Manager to provide and obtain information; may address public agency and community groups as the representative for the Town Manager upon request.
7. Develops and maintains professional relationships with local, state, county, state and federal officials.
8. Conducts research and analysis on issues of importance to the Town Manager.
9. Provides advice, input and recommendations on issues affecting the Town Manager, Town departments and constituents.

### Peripheral Duties

1. Serves on employee committees as required
2. Attends Board of Selectmen, School Committee, Library Trustee, FINCOM and other meetings as requested by the Town Manager.

### Supervisory Responsibility

1. This position serves as the Department Head for Administrative Services, as shown in the Table of Organization. The department includes direct supervision of the division heads for Human Resources, Technology, Operations and the Town Clerk's Office.

### Competencies

Personal Effectiveness	Credibility / Confidentiality	Thoroughness
Collaborative Skills	Communication Proficiency	Flexibility

**Work Environment**

This position operates in a professional office environment. This position routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and utilizes the typical office storage equipment such as file cabinets, shelving, desks, etc.

**Physical Demands**

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

**Work Hours**

This is a full time position with typical 37.5 hours per week 7:30 AM to 5:30 PM Monday through Thursday (except 7pm on Tuesday) plus night meetings as required.

**Minimum Qualifications**

1. Master's Degree in public administration, political science, human resources, business management or closely related field;
2. Five (5) years of related experience;
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

**Additional Knowledge, Skills and Abilities:**

1. Working knowledge of the principle practices of public administration, communication, human resources;
2. Ability to establish and maintain professional working relationships with staff, supervisors and deliver a high level of customer service to members of the general public;
3. Ability to maintain confidentiality, communicate effectively, multi-task and prioritize.

**Other Duties**

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

**This Job Posting will remain open until filled**

**Please visit [www.readingma.gov](http://www.readingma.gov) for an application or contact**

**Town of Reading Human Resources Department**

**Judith Perkins, HR Administrator**

**16 Lowell Street, Reading, MA 01867**